



# BEMS Pulse

Arizona's Bureau of Emergency Medical Services  
Newsletter



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## Message from the Chief

### **What's New at the Bureau of EMS**

- Rural AED funding for 2006 announced
- Regional Council Leadership Conference to be hosted at ADHS October 4, 2005
- NIMS training requirements new goal for Bureau, EMS system
- Reorganization geared toward more efficient customer centered service
- Trauma and EMS surveys coming to providers in '06



### **Location and Regional Contact Information:**

150 North 18th Avenue  
Suite 540  
Phoenix, AZ 85007  
(800) 200-8523  
[www.azdhs.gov/bems](http://www.azdhs.gov/bems)

**Rhonda Montgomery**  
Northern and Central Regional Liaison  
[montgor@azdhs.gov](mailto:montgor@azdhs.gov)  
(602) 364-3189

**Rita Weatherholt**  
Southeastern & Western Regional Liaison  
[weather@azdhs.gov](mailto:weather@azdhs.gov)  
(602) 364-3191



Emergency Medical Services Bureau Chief, Gene Wikle joined ADHS in January of this year. With a background in military operations, Chief Wikle and his staff are committed to providing efficient and effective customer service to statewide emergency medical services providers and Arizona's citizens and visitors.

Gene Wikle may be contacted by e-mail at [wiklee@azdhs.gov](mailto:wiklee@azdhs.gov)

This is an exciting time to be involved in emergency medical services. I'm especially pleased to be part of what amounts to a revitalization of the Bureau of EMS.

Beginning in January, my staff and I have been working to reorganize the structure of the Bureau to provide more efficient, customer focused service. I have created two new positions; Regional Liaisons, who are available to help resolve issues and aid our expanding communities in accessing needed resources and information. In addition, we're committed to reaching out to the providers in the state, getting input from the field. This will help us better implement a variety of initiatives that will both promote EMS and work to fully integrate emergency medicine into the public health arena.

I recently read an article describing EMS as being "at the intersection of public safety, public health, and health care." This is especially true in light of the recent requirement for all response personnel to be NIMS (National Incident Management System) compliant, which is now directly related to accessing Federal funds.

This requirement was mandated by the Office of Homeland Security in an effort to ensure preparedness for both large and small incidents across the country. The EMS community needs to be prepared for any sort of contingency, as many of us are front line caregivers.

We at BEMS have begun to develop a strategy to make NIMS training available to those who need assistance implementing NIMS. We will be conducting a needs assessment in the near future focusing on aiding our communities in this endeavor. Whether it is information sharing or training, BEMS will be there to assist Arizona's EMS providers in reaching the October 2006 compliance deadline.

I am happy to introduce to you the **BEMS Pulse**, a forum from which we can share information and keep everyone up to date with coming changes. I look forward to working with everyone in this exciting and ever changing field. There is much we want to accomplish and I look forward to working with all of you.

## **Bureau Reorganization Focuses On Customer-Centered Service**

Under the leadership of Bureau Chief Gene Wikle, the Bureau of EMS has expanded and streamlined its leadership to four section chiefs, while also adding positions that will provide direct service to the EMS community. The four BEMS sections are led by Betty Yunick, Business Operations Section Chief; Ron Anderson, Certification, Training and Enforcement Section Chief; Ed Armijo, Ambulance and Regional Services Section Chief, and Vicki Conditt, EMS and Trauma Development Section Chief.

Also created is a new position specifically designed to aid the many training programs and base hospitals may have questions and need clarification on a variety of issues. You are encouraged to contact Michelle Johnston, the Bureau's Training and Base Hospital Manager, with your concerns. Michelle plans to spend late summer and early fall visiting training programs and hospitals, sharing answers to some of the most frequently asked questions. If you want to set up an appointment, feel free to call.

Bureau veteran Chuck Kramer continues to head up the Tucson office as Regional Manager. The Certification Manager position is currently being recruited for, and will be based out of the very busy Phoenix office. "We are absolutely committed to providing the most efficient, customer centered service possible to the EMS community," said Bureau Chief Gene Wikle. "By providing the best service we can, we are fulfilling our promise to protect the health and safety of all Arizonans."



Governor Napolitano and Bob Ramsey, PMT majority owner, present the ambulances

## Ambulance Donation to Improve Service in Mexican Cities

Emergency medical services south of the border got a boost in June when PMT Ambulance donated two ambulances to the state of Sonora, Mexico. Both units—one going to Guaymas and the other to Alamos—are fully equipped with state-of-the-art emergency medical equipment. Both rigs also contain training supplies including Automated External Defibrillators. In all, the donation was valued at more than \$120,000 from PMT's "Compadres por EMS" program.

Governor Janet Napolitano presented the ambulances to Governor Bours of Sonora (pictured). Carlos Ernesto Zatarain, the Mayor of Guaymas, and David Ramon Corral Valenzuela, the Mayor of Alamos, were also in attendance.

The donation event was held in Tucson and took place after a day long AED training and educational exercise which was conducted by trainers from PMT. These ambulances are the first in Mexico to be equipped with Automated External Defibrillators. In addition to the advanced training the recipients of the ambulances received, the AEDs users will be members of the Arizona Department of Health Services Saving Hearts in Arizona Registry and Education (SHARE) program. The mission of the SHARE program is for Arizona to have the best survival rate in the world for out-of-hospital cardiac arrest. The SHARE initiative promotes public awareness, public education, data collection, and research of cardiac arrest.

### How Are We Doing? Survey Seeks Feedback

As part of the Bureau's commitment to improving customer service, a new Customer Satisfaction Survey has been developed. The survey is available for anyone and everyone who has contact with the Bureau. We truly want to know if the ongoing changes being implemented are working for Arizona and all the providers throughout. We also want to know if we are working in a professional and helpful manner. As there have been many changes since the beginning of 2005, we look for your input to measure our success. For our on-line visitors, you can find the survey at [www.azdhs.gov/bems](http://www.azdhs.gov/bems). If you visit our Flagstaff, Phoenix, or Tucson offices, please take a moment to complete a survey. If a Bureau member happens to be visiting you in your facility, ask for one, and we will bring it back to Phoenix for you. We look forward to hearing from you.

## Quick Beats

# Bureau of EMS News in Brief

## Regional Council Conference Scheduled for October 4

The Bureau of EMS will host a statewide Regional Council Leadership conference on Thursday, October 4, 2005 at the Arizona Department of Health Services offices in Phoenix from 10:00 a.m. until 3:00 p.m. in room 540A.

Using an all-regions approach, three to five representatives from each council will be selected by their regions to attend. Part of the day-long event will feature Bureau staff providing information about the many changes within the department. Another area of inquiry will be training needs and opportunities for NIMS and EMT-Is. One of the main goals is for the EMS Council representative to come prepared to talk about issues affecting their regions. "The more the EMS communities can share what's going on in their neck of the woods, the more effective we will be at shaping a statewide system that truly meets the needs of all Arizonans," said Bureau Chief Gene Wikle. Attendees will be asked to contribute \$10.00 to cover the cost of their lunch.

## Rural AED Funding for 2006 Announced

Funding for Automatic Electronic Defibrillators (AED) has been awarded to Arizona Department of Health Services for the rural communities to begin distribution in 2006.

The Health Resources and Services Administration notified ADHS of fund availability late this June. According to BEMS Business Operations Section Chief Betty Yunick, the total amount available for this final year of a three-year grant is still pending. Last year, \$145,000 was distributed through the four Regional Councils. To apply for rural AED funding in 2006, rural providers should work through their Regional Councils.

## EMS and Trauma Surveys to be Distributed in 2006

BEMS is working on a comprehensive statewide EMS and Trauma assessment to be distributed to the four Regional Councils next spring. The goal, according to Bureau Chief Gene Wikle, is to have a wide coverage of information from the different regions of the state in order to identify gaps so as to provide better support within the system.

In addition to the annual collection of EMS data, BEMS will include questions specific to the Trauma system. "Our intention is to combine all of the information on one assessment," says Vicki Condiitt, EMS/Trauma Development Section Chief. "Providers will only need to complete one survey instead of two during the regular needs assessment process." After completion of a draft of the assessment tool, BEMS staff will seek input from the four regions. For more information, providers are encouraged to contact their Regional Liaison.

## BEMS Web Page Provides New Services

The BEMS website is continually evolving into a more user-friendly, information-packed resource for both providers and the public. Log on to [www.azdhs.gov/bems](http://www.azdhs.gov/bems) and take note of several new features including: staff and committee information; hospital, ambulance, EMT certification, trauma information; statutes and rules; downloadable forms; conference and training information; links to special programs; surveys; and even a suggestion box.

BEMS is in the process of developing an e-learning web site, which will be accessible by all EMTs through out the state. The site is currently in development under the leadership of Section Chief Ron Anderson and Training Coordinator Michelle Johnston. The goal for the e-learning site will be to provide an easy, user-friendly, and cost-effective option for EMS professionals in acquiring their Continuing Education units. We will bring you more information as the unveiling gets closer.

*The Bureau of EMS thanks all of you for your continuing dedication to Emergency Medical Services and the continuing care of Arizona's citizens.*